



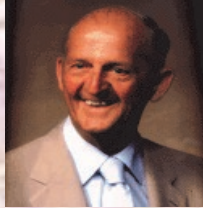
Matt Mitch Bill Janet Don Norb Mike

# The Mitchell Times

Spring 2010

Dear Friends,

When Norbert E. Mitchell, Sr. bought his first oil truck in 1945, he cleaned it up with a fresh coat of paint and a sign that read, "Just Finished Serving My Country, Now Ready to Serve You." His commitment to delivering top quality service helped grow our company into what it is today, and as we celebrate our 65th anniversary our mission remains the same: a determination to serve our customers at the highest level while offering them the best products and services available.



While we remain deeply rooted in our past, we are always looking for new and innovative ways to better serve our customers. To that end, we are excited to announce that we can now offer electricity for your home or business at a significantly lower rate than your current utility provider. As an energy provider for over 65 years, the addition of electricity to our product line was a natural fit. For those of you who have not yet switched your electricity to Mitchell you won't want to miss this opportunity to save money on your electric bill.



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Also in this edition of the Times you will find important news regarding our price protection plans, which have been expanded to provide you with more options to help control your heating costs. Oil prices remain unpredictable, but every year our plan customers are able to limit the impact of the volatile energy markets by protecting their oil price with our plans.



We appreciate and thank you for your loyal business over the past 65 years!

—The Mitchells

## 2010-11 PRICE PROTECTION PLANS

We have expanded our plans for 2010-11 with one goal in mind: give you options to control your heating costs. You can choose between the following options:



- **Pre-Buy Plan:** Our Pre-Buy Plan allows you the certainty of pre-purchasing your annual supply of fuel oil at a fixed price.
- **Cap Plan:** Our Cap Plan gives you the security of a price "ceiling" should oil prices rise, but allows your price to move lower if the market falls. The cap plan lets you budget your oil needs into twelve monthly payments.
- **Fixed Price Plan:** Our Fixed Price Plan allows you to lock in your price of oil for the entire season. This rate is then built into a budget made up of twelve easy monthly payments.

You can view oil plan pricing by logging-in to your account on [nemitchell.com](http://nemitchell.com). Please call the office if you have questions on any of our plans.

## NEW PAYMENT OPTIONS AVAILABLE!

Mitchell has recently introduced a new payment feature for our customers, Electronic Funds Transfer. The EFT system allows customers to have payments deducted directly from their checking accounts saving both time and money. To enroll, please contact our office and ask about "paying with EFT."



Additionally, we still offer Online Bill Pay through our website, [nemitchell.com](http://nemitchell.com). Thanks to a recent upgrade, you can view invoices and make one time payments quickly and conveniently from your computer!

As always, our customers may also make payments through their bank's website, over the phone, or by visiting our office.

## Mitchell Now Offers Electricity!

**Mitchell**, in partnership with Verde Energy USA, is proud to offer electricity to our customers! Thanks in large part to deregulation, we are now able to provide residential and commercial customers with the same safe and reliable electricity service that CL&P has provided, but at a lower per kilowatt hour rate. In addition to the savings you'll see on your monthly bill, we are also offering all new electricity customers a \$50 rebate.



Switching to **Mitchell** is fast and easy! Simply log on to [nemitchell.com](http://nemitchell.com) and visit "Your Home" or "Your Business" and click the "Electricity" tab. When you're ready to make the switch click the "Join Now" button. Be sure to have a copy of your most recent electric bill from CL&P when filling in the application form. If you feel more comfortable making the switch over the phone you can always call our office and speak with a Customer Service Representative too!

There are no long term commitments to make, no in-home visits to switch, no interruption of service, and CL&P is on stand-by in the event of an outage. Simply sign-up and start saving money! For more information or to enroll call our office at (800) 237-3835 or visit [nemitchell.com](http://nemitchell.com) today!

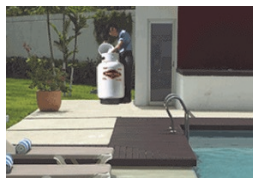
## Customer Testimonial

*I wanted to thank you again for such wonderful service. I have been with your company for nearly 25 years because of the quality service which you have provided. You always respond quickly whenever I have called and I cannot tell you how much I appreciate it!*

— Redding Customer

## Mitchell Propane Tank Monitors

If it is vital for your home or business to have a continuous and uninterrupted propane supply than you may want to consider installing a **Mitchell** Wireless Tank Monitoring System. A wireless monitor is easily mounted on your propane tank and sends a signal to our main office where tank levels are closely monitored by our Dispatch Department. For more information



on **Mitchell** Wireless Tank Monitors please contact a member of our Sales Department at (800) 237-3835 or by email at [webinfo@nemitchell.com](mailto:webinfo@nemitchell.com).

## AIR CONDITIONING TUNE-UPS

Most people have their heating system serviced annually, but did you know that you should have your central air conditioning system serviced yearly as well? Making sure that your air conditioning unit is working properly and efficiently is a great way to save money on your cooling bills this Summer and an even better way to lessen your impact on the environment.

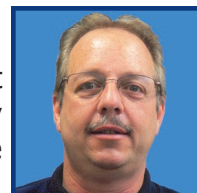
The annual maintenance program is designed to keep your unit running efficiently and to identify any potential problems. Every tune-up includes the following services: indoor/outdoor coil cleaning, filter replacement, belt inspection/replacement (where necessary), lubrication of system motors, flushing of condensate drains and pumps, Freon replacement (where necessary), and final temperature readings.



Having a tune-up performed on your air conditioning system will ensure that when the hot weather hits, your family will be cool and comfortable!

## SPOTLIGHT

This edition of Spotlight shines on Michael Donnelly who has been a part of the **Mitchell** team since 1989.



During his time here, Michael has become an invaluable asset to our company. Michael's extensive knowledge of heating and cooling systems coupled with his BPI Energy Auditor Certification makes him an expert when it comes to maximizing the efficiency of your home. As a testament to his unparalleled knowledge and quality of character, Michael is among our most commonly requested service technicians.

When not serving our customers, Michael enjoys spending time with his wife and two sons at their home in Brookfield.

# Mitchell

NORBERT E. MITCHELL CO., INC.

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